

CITY COUNCIL STUDY SESSION
INVESTING IN RESULTS: MILESTONE 2
April 13, 2000, 8:00 to 12:00 noon
Convention Center, Room J

OUTCOMES

- Common understanding of the use of performance measures to inform policy and investment decisions and to manage and improve service delivery.
- Endorsement of City Service Area performance measures as indicators of progress toward goals and objectives in service delivery.

AGENDA

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| I. INTRODUCTION | 10 min |
| Progress to Date | |
| Performance Measure Development | |
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| II. USING PERFORMANCE MEASURES | 2 ½ hrs. |
| From Policy Priority to Front-Line Action | |
| <ul style="list-style-type: none">▪ Transportation▪ Environmental and Utility Services▪ Public Safety▪ Community and Library Services | |
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| Communicating to the Public | |
| <ul style="list-style-type: none">▪ Land Use and Regulatory Services▪ Facilities and Equipment Services▪ Parks and Open Space | |
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| III. QUESTIONS & ANSWERS | 1 hr. |
| City Service Area Performance Measures | |
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| IV. CONCLUSION | 10 min. |
| Next Steps | |